

Managing Situations Requiring Quick Resolution

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This course considers the practical skills needed to communicate well in a conversation involving conflict. The session will help with a variety of different situations but will concentrate on conversations with parents and carers. This will be achieved firstly, by analysing the process of meetings and what we can do to get people on board quickly. Part two will concentrate on how we can negotiate our way through varying scenarios, during a conversation in an assertive rather than passive or aggressive manner.

Part 1

9.30-10.45

- Welcome
- Getting the process right and understanding what is happening to ourselves and the parent/carer:
 - ✓ What are parents and carers thinking?
 - ✓ What are we going through?
 - ✓ Typical things we may do to make the situation worse or better
 - ✓ Organising the meeting
 - ✓ How to listen when you are stressed
 - ✓ Sentences and body language that will get the parent/carer onside very quickly.

Break: 10.45-11.00

Part 2

11.00-12.30

- What to say and do when:
 - ✓ Parents/carers are angry and blaming the college
 - ✓ The student has lied about the situation
 - ✓ Behaviours displayed are completely unreasonable
- Question and answer session
- Evaluations



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